

# African Academy Safari 2011

***“The World's Largest Classroom”***

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Bloemfontein, South Africa

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# Academy Evolution

## The next generation

# Academy Evolution Overview

## Agenda

- Why is Academy Evolution needed?
- What is Academy Evolution?
- How will Academy Evolution be rolled out?
- Next steps for engagement (TBD).

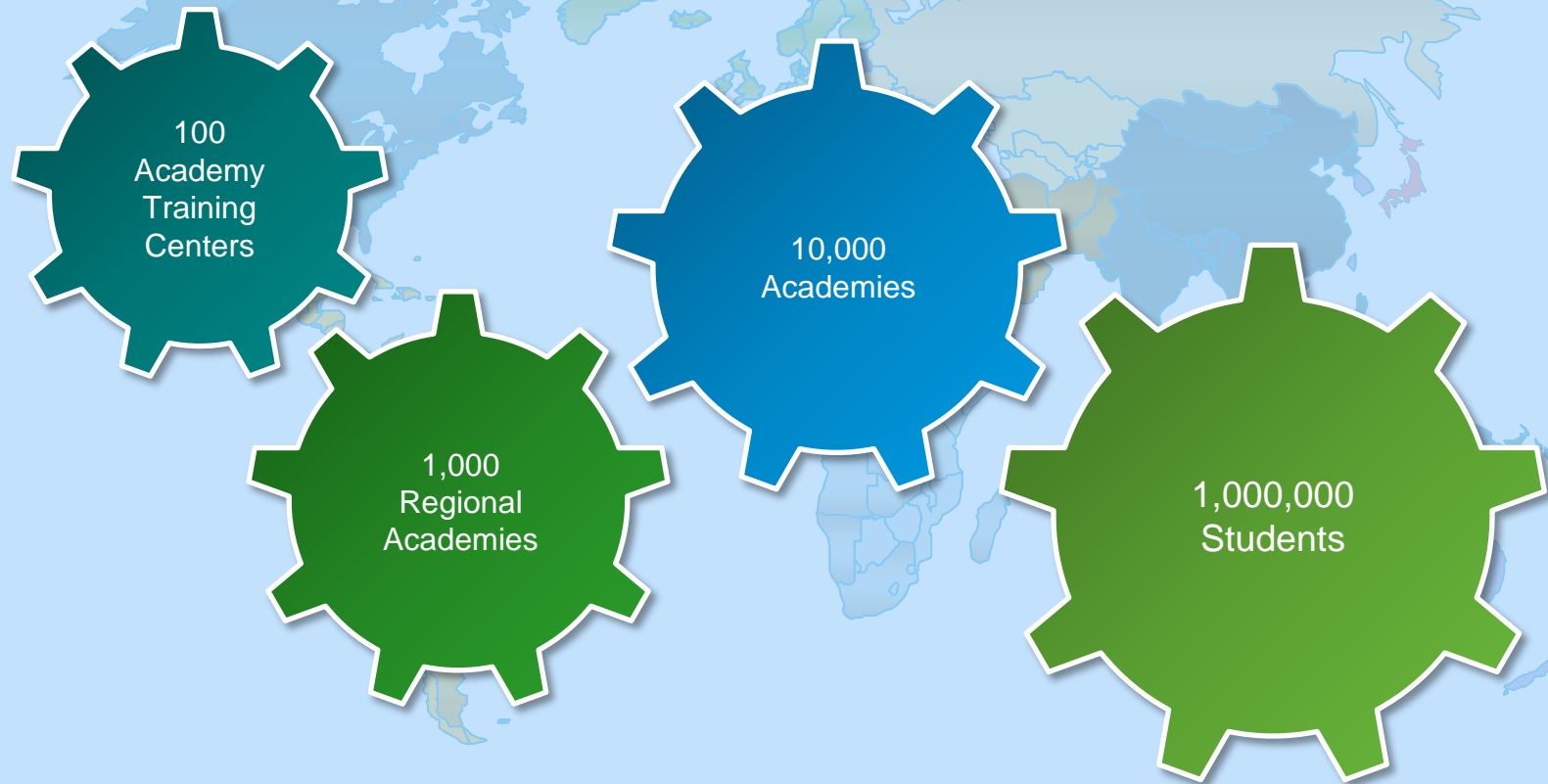
**Presenters:**





# Why Academy Evolution?

# The Entire Academy Ecosystem is Involved



Each piece of the ecosystem requires  
the other pieces to work.

# Why Change?

“The only constant is change, continuing change, inevitable change... No sensible decision can be made... without taking into account not only the world as it is, but the world as it will be.”  
~ Isaac Asimov

- Over the past 12 years, our program has grown to serve 1,000,000 students
- We must prepare for the future





**Why?**

- **Thriving Academies**
- **Increased retention**
- **Improved student outcomes**



# Challenges to Thriving Today

Inconsistent Instruction Quality

Students don't get a consistent learning experience

Inconsistent Training & Support

How can I get the support I need?

Inconsistent Qualification & Evaluation Process

Lack of recognition for quality education delivery

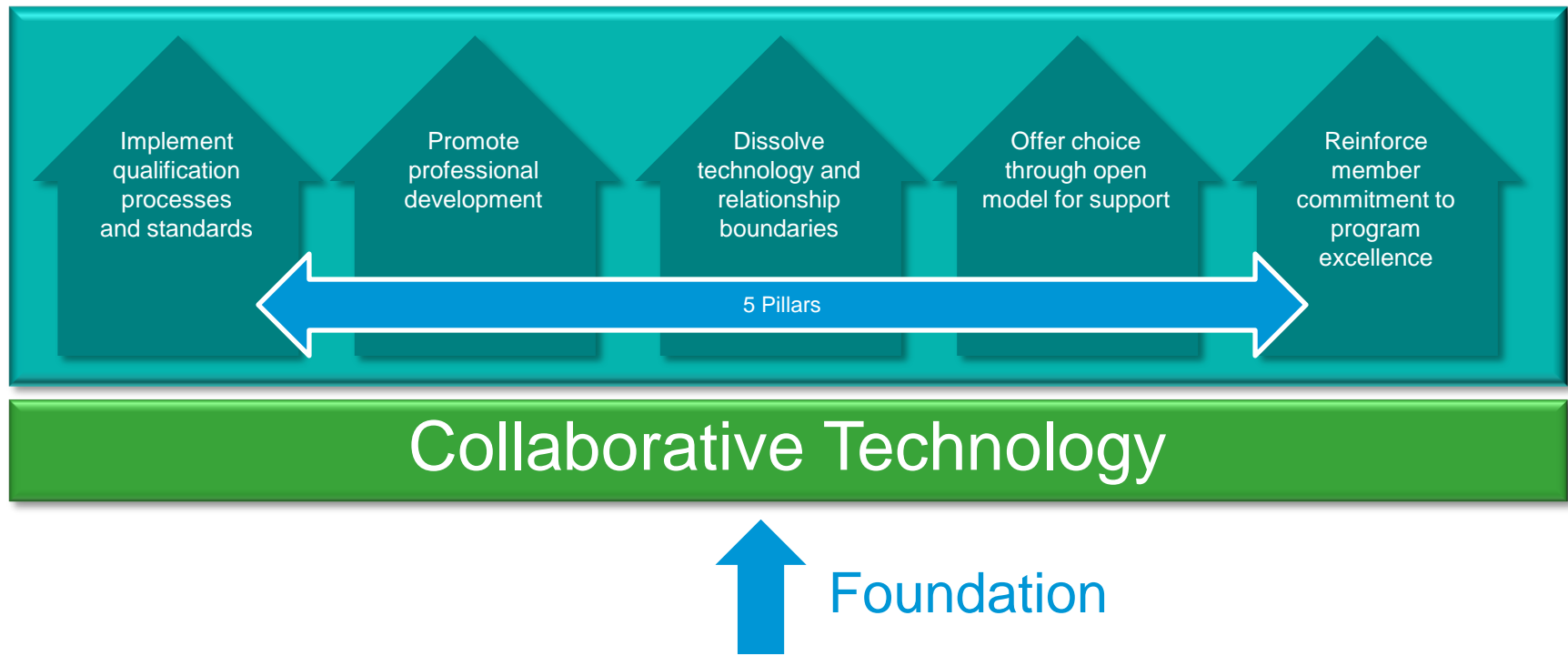
Lack of Leadership Support

Cannot count on institution leaders to continue to fund program

Ineffective Communication

I don't have time to read all the emails I get

# Academy Evolution Addresses These Challenges



# Academy Evolution Addresses These Challenges

## Academies and Students Thrive

Implement  
qualification  
processes  
and standards

Promote  
professional  
development

Dissolve  
technology and  
relationship  
boundaries

Offer choice  
through open  
model for support

Reinforce  
member  
commitment to  
program  
excellence

## Collaborative Technology

# What is Academy Evolution?

# What is Academy Evolution?

A union of technology and program process enhancements designed to help academies thrive and students meet their goals.



# What's Changing (Long Term)

- Easy to use “One-stop shop” for locating resources and managing tasks
- New local and global community collaboration features
- New Learning Management System
- Improved reporting access and capabilities
- Clearer roles and responsibilities
- Simplified policies and guidelines
- Great instructor professional development opportunities and resources
- New roles to support quality
- Mandatory Instructor Trainer qualification and re-qualification

# Staying the Same

- Support from your Cisco AAM
- NetAcad Support Desk help
- Peer group support
- Consistency in Cisco's program and curricula
- Public/private partnership

# New Processes

(Long Term - in a nut shell)

## Instructor Professional Development

- **Easy to find resources that support your continuous learning as an educator**

## Qualification & Re-qualification

- **Instructors who teach other instructors are qualified and certified by Cisco**
- **Centers that train/support academies are qualified, and must re-qualify every two years**

## Services & Support

- **Choice of who will provide the best support**
- **Easy to find providers; can see how others rate their services**

## Quality

- **Simplified policies**
- **Enforceable standards**
- **Easy to use classroom analytics**

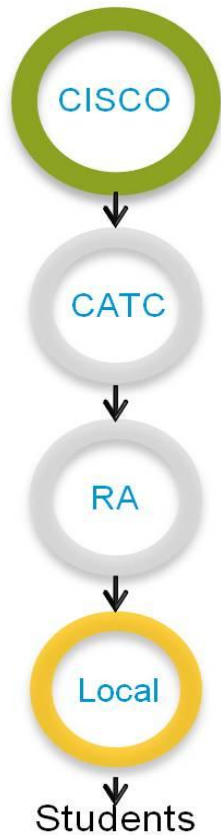
## Membership Agreements

- **Everyone has a direct relationship with Cisco**
- **Everyone is accountable for quality and excellence**

**Enabled by Collaborative Technology**

# Partner Model: Current and Future

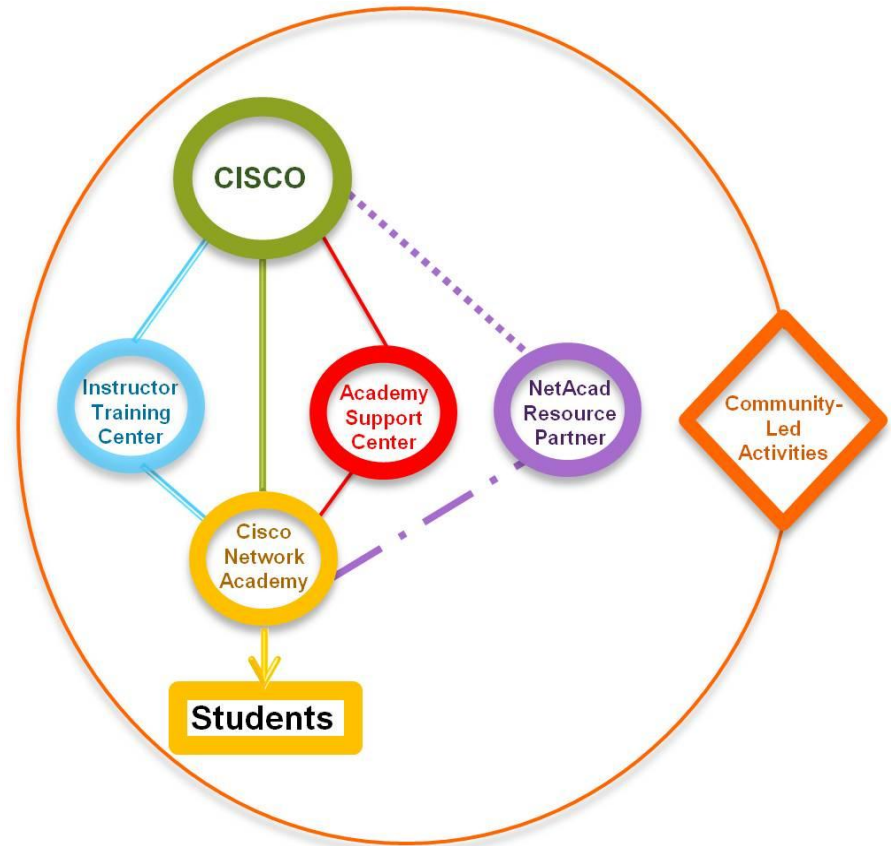
## Current Model



Successful yet limited in:

- collaboration opportunities
- scalability

## Future Model



- Closer relationship between Cisco and Academies
- Specialized institutions
- Enable more effective and sustainable partnerships
- Recognition of increased community role

# Future Model

## CISCO

- Develop and deliver teaching and learning content, systems and tools
- **Monitor and manage quality**

## Instructor Training Centers

Specialize and excel in preparing and developing academy instructors

## Cisco Academy

Teach students academy curriculum and 21<sup>st</sup> century skills to succeed in the globaleconomy

## Academy Support Centers

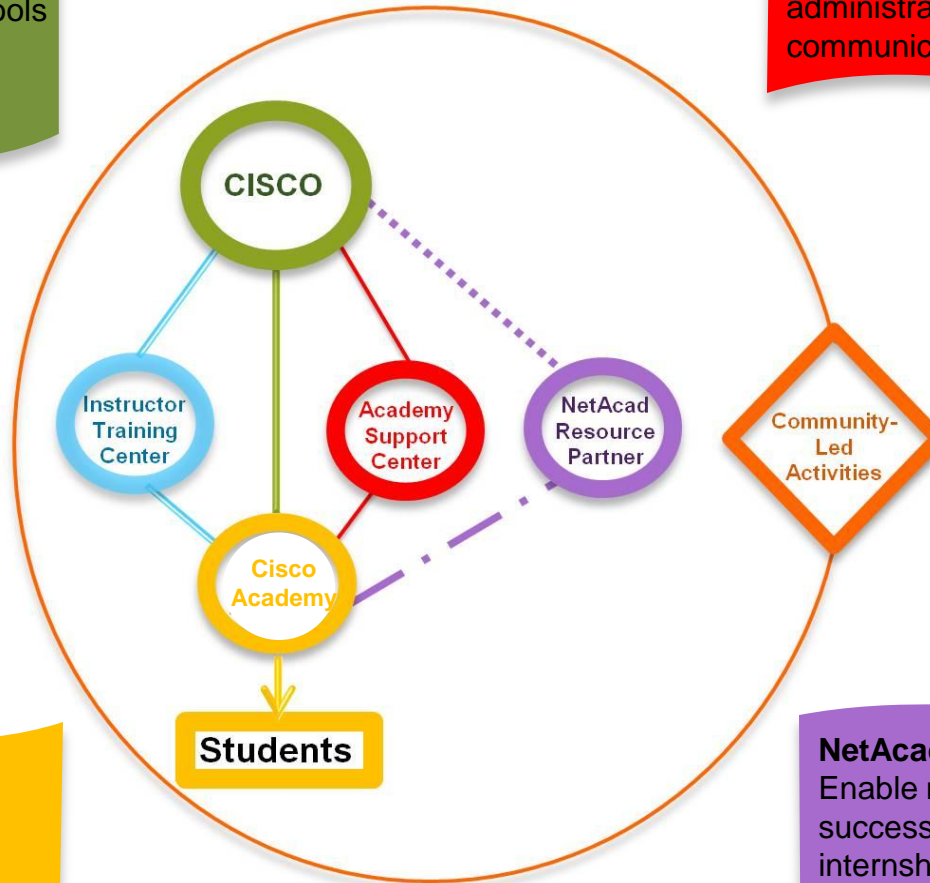
Specialize and excel in supporting academy sustainability and excellence: on-boarding, training administrators, critical communications

## Community-Led Activities

Events, best practices  
Online community leadership

## NetAcad Resource Partners

Enable more contributions to academy success: equipment donations; internships; job placement; scholarships; council coordination



**Institutions can take on more than one role as long as requirements are met.**

# Requirements of all Partners



**All Partners of Cisco Networking Academy must...**

- be approved by Cisco.
- comply with Cisco's policy on Non Support of Violence and Terrorism.
- accept an online (or other) Membership Agreement with Cisco annually.
- adhere to Cisco trademark, copyright and privacy rules.

# Instructor Training Center Additional Qualifications



## Instructor Training Centers Must...

- post service offering schedules online on at least a quarterly basis.
- assign the roles of Instructor Training Center Contact to an individual.
- ensure that instructor trainers meet the following qualifications. Instructor trainers must:
  - have a valid industry certification aligned to curriculum (or equivalent where a Cisco certification does not exist)
  - pass the Networking Academy qualification process.
  - teach at least one instructor training course per year OR lead at least one professional development activity
- maintain a minimum of two instructor trainers associated with the Instructor Training Center per chosen curriculum.
- have access to lab/equipment current with curriculum requirements offer multiple environments available for instructor training
- ensure each instructor and instructor trainer has a hands-on or equivalent equipment learning experience (e.g. Netlab access—not simulators)
- maintain or exceed a specified rating threshold for customer satisfaction annually.

# Academy Support Center

## Additional Qualifications



### Academy Support Centers Must...

- demonstrate an ability to offer required baseline services
- must assign the role of Academy Support Advisor to at least two individuals (primary and back-up role – not necessarily full-time positions) and Academy Support Center Contact role to at least one individual.
- must share their financial model with Cisco as part of the qualification process (fee or for free).
- attend regularly scheduled Cisco Academy Support Webinars
- provide assistance to Network Academies that request support.
- contribute proactively and help maintain community boards as evidenced by responses to direct queries and community traffic on Club NetAcad communities for the country (s) where they are located.
- assist Cisco in implementing an annual customer satisfaction survey to their associated Network Academies.
- maintain or exceed a specified rating threshold for customer satisfaction annually.
- must not have any more than 3 escalated issues from Academies they support within any 12 month period.

# Academy Support Center Baseline Services



In order to qualify as an Academy Support Center institutions must offer all of the following baseline services:

- Promote sustainability and success of aligned Network Academies
- Localize and disseminate critical communications
- Help with onboarding Academies (may be called on to assist Global Help Desk with initial Academy prospect if additional language capability is needed)
- Direct new members to Orientation Training
- Help Network Academies choose the curriculum most appropriate for their institution ed level, necessary equipment and instructor training
- Ensure Academy understands their responsibilities and program policies
- Communicate possible impacts of course or program updates
- Assist with training on the Learning Management System
- Build awareness and answer questions about programs such as vouchers, equipment discounts, leadership engagement, recognition and online communities
- Help find mentoring resources
- Help train and support Academies with their understanding of performance metrics
- Training and support on Global Support Desk and Marketing Tools and Resources

# NetAcad Resource Partner Additional Qualifications



## NetAcad Resource Partners Must...

- assign the role of NetAcad Resource Partner Contact to an individual to interface with Cisco.
- offer posted services every 12 months.
- maintain or exceed a specified rating threshold for customer satisfaction annually.

# New Roles to Support Academy Evolution

Cisco  
Academy

Cisco  
Academy

Academy  
Support  
Center

Academy  
Support  
Center

CISCO



## NetAcad Contact

- Signs online membership agreements
- Updates/maintains institution profiles in system
- Main contact for Cisco on quality, general communications and feedback



## NetAcad Success Lead

- Responsible for academy sustainability and quality
- Reviews academy level quality metrics
- Recommends adjustments to improve



## Academy Support Center Advisor

- Responsible for Network Academy support
- Ensures critical communications are in an understandable format
- Welcomes new academies



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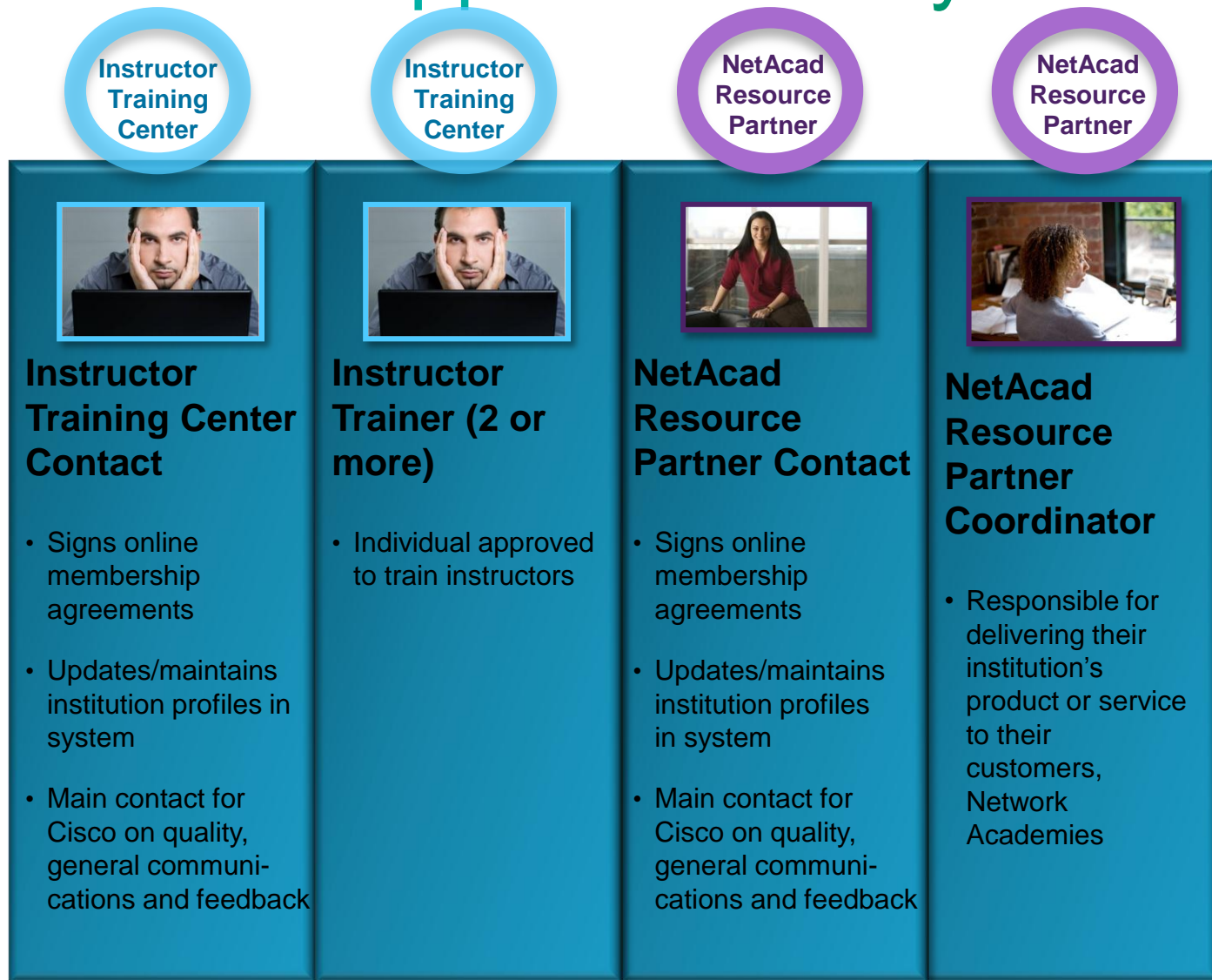


## Cisco Quality Manager

- Manages quality initiatives for Cisco
- Yearly and quarterly quality planning
- Energizes community around quality goals

**\*Additional Cisco Academy or Academy Support Center staff may exist, but are not required.**

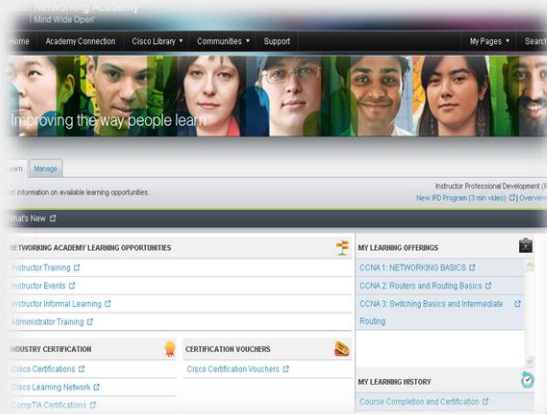
# New Roles to Support Academy Evolution



**\*Additional Instructor Training Center staff may exist, but are not required.**

# Roadmap for New Processes and Tools

Technology and Academies Impacted



Alpha/Test

- ✓ intuitive instructor and admin home page
- ✓ new online communities (non-student)
- ✓ new administration tool
- ✓ new structure offering choice
- ✓ new Instructor Trainer qualifications

Technology Release

Technology Release

- new recognition program
- enhanced reporting
- new learning management system
- online student communities
- online ratings of services and service providers

April 2011

2013



Learn Manage

Manage your institutions at-a-glance.

0 new institutions have been added to your roster. [Reorder Institution List](#)

IT QA Test Academy - 2

ID: 3062863

Saint-Barthélemy-d'Anjou

GENERAL INSTITUTION

View/Edit Institution Information

Manage Academy

View Institution Summary Report

Enable Course Offerings

CLASSES

Add New Student Class

Manage Student Class List

Manage Class Locations

USER ACCOUNTS

Add Students

Add/Share Users

Manage Academy User List

Cisco Systems	ID: 2	San Jose
IT QA Test Academy November 2009	ID: 3072152	Cupertino
IT QA test academy - 1	ID: 3054003	
QA Test Academy	ID: 53917	San Jose
QA_AprRel 2009	ID: 3068583	San Jose
Support Desk User Switching Association	ID: 3077421	Phoenix

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My News

["Is IT for You?" Challenge for Students](#)

[New Windows 7 Content for IT Essentials Available](#)

[Academy Support Page Updates](#)

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Offerings

Club NetAcad

External

IT Essentials

CCNA

CCNA Security

CCNP

Packet Tracer

Passport21

Learn Manage

Manage your institutions at-a-glance.

0 new institutions have been added to your roster. [Reorder Institution List](#)

# How will Academy Evolution be rolled out?

# Starting the Evolution: Alpha Phase

## ALPHA PHASE

Test the new model with a focused, small group of academies. Started in April 2011.

## EVALUATION

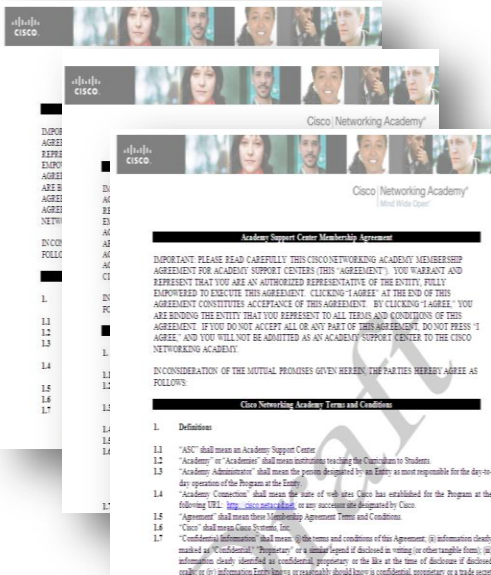
Measure success of Alpha. Refine the model.

## FURTHER ROLL-OUT

Transition more academies to new model.

# Resources

## Membership Agreements (ASC, ITC, NRP)



## Membership Guide



## Intent to Participate Document

A screenshot of the "Intent to Participate" form. The form is titled "Intent to Participate" and "Institution Contract Details". It includes fields for "Academy ID", "Institution Name", "Address Line 1", "Address Line 2", "Country", "State/Province", "City", and "Postal Code". There are checkboxes for "Cisco Network Academy", "Instructor Training Center", and "Academy Support Center". Under "Cisco Network Academy", there are checkboxes for "IT Essentials", "CCNA", "CCNA Discovery", "CCNA Exploration", "CCNP", and "CCNA Security". Under "Instructor Training Center", there are checkboxes for "IT Essentials", "CCNA", "CCNA Discovery", "CCNA Exploration", "CCNP", and "CCNA Security". Under "Academy Support Center", there is a checkbox for "I would like to provide baseline support services to Academies." Under "Network Resource Partner", there is a checkbox for "I would like to provide additional products or services to Cisco Networking Academy institutions and/or members."

All will be included in follow up email from your AAM.

# Thank You!

# We All Have a Stake in the Success of Cisco Networking Academy

